ALABAMA REAL ESTATE APPRAISERS BOARD LICENSING AND ENFORCEMENT DATABASE SYSTEM REQUIREMENTS

100.00 General Requirements (15%)

100.01   System should be web based using current technologies to process appraiser applications, education applications, temporary permits, Appraisal Management Company applications and all associated renewals, discipline, upgrades, changes, etc. for each

100.02   System application and renewal processes must support online submissions as well as paper-based submissions

100.03   System must utilize a Merchant Account payment gateway (Example – NIC - Alabama) for all online payment processing activities.

100.04   System must support data model whereby individuals, companies, and addresses can be utilized across the various functionalities within the system. Individuals and companies must be able to input once and utilized throughout the system.

100.05   System must support extensive search features to locate quickly licenses, certificates, individuals, companies, investigations, course names and actions.

100.06   System must assist with reducing opportunities for duplicate entry of individuals and companies; validating data entry prior to updating the database and have branch offices listed under large companies.

100.07   System must protect Personally Identifiable Information (PII)

100.08   System must utilize workflow functionality to ensure consistency of processes where appropriate.

100.09   System must meet Alabama Office of Information Technology (OIT) requirements and interface with OIT servers for data backup.

100.10   System must be able to accurately import existing data from other sources to include Agency Files, OIT, and Alabama Interactive.

100.11   System must be able to interface with REAB website.

200.00 General Licensing Requirements - Licensees **(15%)**

200.01   System must support licensee name changes and maintain previous name history in an easily accessible location related to the licensee. Aliases/name changes should be stored.

200.02   System must maintain key personal information such as telephone, date of birth, Email Address, and SSN.

200.03   System must maintain address information for applicants and licensees. (historical, autocorrect?)

200.04   System must maintain business address for licensees. (historical?)

200.05   System should protect Personal Identifying Information (PII).

200.06   System must allow for recording demographic information relating to licensees (US citizen, etc.)

200.07   System must provide data model to support retention of education details (college, degree(s), curriculum, degree year, etc.)

200.08   System must provide data model to support retention of continuing education courses taken and related details (credit hours, course name, etc.)

200.09   System should allow for remarks (free form text) be created and related to the individual. Remarks should contain date created as well as the username that created the remark. (Historical)

200.10   System must provide data model to support retention of test scores and related details (test title, test date, test score, etc.)

200.11   System should provide automated download facility of test scores if available.

250.11a System must support multiple certificate types (T, S, L, R, G) for a given certificate holder.

200.12   System must provide data model to support retention of license issuance and status history, including license type, license issue date, initial or renewal, etc.

200.13   System must support life license cycle, including application phase, conversion of application to licensee, address changes and names changes, revocation, lapses, and terminations.

200.14   System must maintain current license status (ACTIVE, INACTIVE, CLOSED, etc.) Add capability to color code status)

200.15   System must support license renewal cycles of one (1) year, with certificates to be issued every other year, or inactive status.

200.16   System must provide workflow capabilities to ensure licensure requirements have been met prior to issuing a license.

200.17   System must interact with enforcement elements within the system to ensure initial applications as well as renewals are aware of potential enforcement issues with the individual being licensed.

200.18   System should provide a checklist capability that allows for consistent processing steps to be followed during the initial application process.

200.19   System should provide a means to see history of revenue received from the individual applicant/licensee.

200.20   System should allow for editing of key data fields by system users with appropriate security permissions.

200.21   System must support multiple license types for a given licensee.

200-22   Imported applicant information should be merged to a printable type document (application) that resembles current application.

200.23   Applicant must be able to upload documents with application.

200.25   System must have the capability for licensees to view and print information including fees paid.

200.26   System must have capability to identify license discipline if needed.

200.27   System should include the capability to perform bulk mailing address validation.

200.28   System must have capability to mass convert certificate status (Example - "active" to "pending renewal")

225.00   **Education Requirements**
225.01   System must allow compliance annotation, and the listing or file uploading of ce activities reported during the renewal process. PDH (personal development hours) could be replaced with continuing education.
225.02   System must allow individuals to login and report ce activities when earned and then populate information into renewal process.
225.03   System must be capable of randomly selecting individuals for audit of their reported continuing education activities.
225.04   System must allow selection and display of ce Exemption details. (Reciprocal Licensees)
225.05   System must support appraisal course and provider name changes and maintain previous course provider name history in an easily accessible location related to the provider. Aliases/name changes should be stored.
225.06   System must maintain key personal information such as telephone, date of birth, Email Address, and SSN.
225.07   System must maintain address information for applicants and licensees. (historical, autocorrect?)
225.08   System must maintain business address for applicants. (historical?)
225.09   System should protect Personal Identifying Information (PII).
225.10   System must allow for recording demographic information relating to licensees (US citizen, etc.)
225.11   System must provide data model to support retention of education details (college, degree(s), curriculum, degree year, etc.)
225.12   System should allow for remarks (free form text) be created and related to the individual. Remarks should contain date created as well as the username that created the remark. (Historical)
225.13   System must maintain current course status (ACTIVE, INACTIVE, CLOSED, etc.) Add capability to color code status)
225.14   System must support course renewal cycles of two (2) years.
225.15   System must provide workflow capabilities to ensure licensure requirements have been met prior to issuing a license.
225.16   System should provide a checklist capability that allows for consistent processing steps to be followed during the initial application process.
225.17   System should provide a means to see history of revenue received from the individual applicant/licensee.
225.18   System should allow for editing of key data fields by system users with appropriate security permissions.
225.19   Imported applicant information should be merged to a printable type document (application) that resembles current application.
225.20   Applicant must be able to upload documents with application.
225.21   System should include the capability to perform bulk mailing address validation.

250.00   **General Certificate Requirements - Appraisal Management Companies**
250.01   System must support company name changes and maintain previous name history in an easily accessible location related to the company.
250.02   System must maintain key company information such as telephone numbers, contact name, business structure, domicile location, federal tax id, state tax id, and legal name.
250.03   System must maintain physical address and mailing address for certificate holders and certificate applications.
250.04   System should allow for remarks (free form text) to be created and related to the company certificate/application record. Remarks should contain date created as well as the username that created the remark.
250.05   System must support certificate life cycle, including application phase, conversion of application to AMC, address changes and names changes, revocation, lapses, and termination.
250.06   System must support and retain application details and link those details to certificate records.
250.07   System must provide data model to support retention of license issuance history, including license type, license status, license issue date, initial or renewal, etc.
250.08   System must maintain current certificate status (ACTIVE, INACTIVE, CLOSED, etc.,) Add capability to color code status) Currently in STAR notes. Currently in events on STAR for us.
250.10   System should provide link from certificate relationship to related entity or related company.
250.11   System must support license renewal cycles of per certificate holder regulations.
250.12   System must provide workflow capabilities to ensure certificate requirements have been met prior to issuing a certificate.
250.13   System must interact with enforcement elements within the system to ensure initial applications as well as renewals are aware of potential enforcement issues with the company.
250.14   System should provide a checklist capability that allows for consistent processing steps to be followed during the initial application process.
250.15   System should provide a means to see history of revenue received from the individual applicant/certificate holder.
250.16   System should allow for editing of key data fields by system users with appropriate security permissions.
250.17   System must have the capability to upload documents (list of officers, etc.)

250.18   System should allow imported applicant information to be merged to a printable type document (application) that resembles current application.
250.19   System must allow applicant to upload documents with application.
250.20   System should allow for extension of field lengths for Business names.
250-21   Imported applicant information should be merged to a printable type document (application) that resembles current application.
250-22   Applicant must be able to upload documents with application.
250-23   System must have the capability for licensees to view and print information including fees paid.
250-24   System must have capability to identify ~~license~~ AMC discipline if needed.
250-25   System should include the capability to perform bulk mailing address validation.

300.00   Revenue Tracking (15%)
300.01   System must allow for fees to be calculated based on license and certificate types.
300.02   System must allow for calculation of late payment fees based on date calculation.
300.03   System must allow for flat rate fee calculations.
300.04   System must allow for separation of duties relating to funds depositing and funds application to meet state auditing rules.
300.05   System must allow for application of funds to an outstanding invoice.
300.06   System must allow for creation of outstanding invoice.
300.07   System must allow for payment and invoices to be related to individual, entity, or complaint
300.08   System must allow for capturing revenue by license and certificates types.
300.09   System must allow for capturing revenue associated with enforcement cases.
300.09   System must allow for capturing revenue by activity (applications, renewals, fines, etc.)
300.10   System must allow for capturing revenue by depository accounts.
300.11   System must allow for accepting payments through the public facing web portal.
300.12   System must allow for reconciling online payments with online depository records.
300.13   System must allow for batching of funds received by date range for depository purposes.

400.00   Public Facing Web Portal (5%)
400.01   System must support both logged in (known) users as well as non-logged in (unknown) users
400.02   System must allow for license and certificate searches (to include batch searches)
400.03   System must allow logged in users to manage their licenses or certificates. Management to include new license/certificate applications process, renewal processing for licenses and certificates, name change amendment process, and address change amendment process and to print paid fees.
400.04   System must allow for processing of electronic payments via Alabama Interactive payment gateway or other approved payment processing vendor.
400.05   System must allow logged in users to upload electronic documents that can be related to the license/certificate and complaint processes.
400.06   System must support submission of complaints that can be routed to specific queues.
400.07   System should allow for business logic to prevent logged in users to renew licenses/certificates when outstanding issues/items are unresolved.
400.08   System must allow for real time database updates following self-service options such as renewals, names changes, address changes, etc.
400.09   System must allow Public to export licensee search results to excel, pdf, etc.
400.10   System must allow searches by license number, license type, city, state, zip code, etc.

500.00   System User Access (5%)
500.01   System must allow system users to be created and maintained
500.02   System must allow metadata to be associated with system users, such as full name, email address, etc.
500.03   System must allow system roles to be created and maintained
500.04   System must allow system users to be related to system roles
500.05   System must use roles to grant and restrict access to data elements and functionality within the system.

600.00   Document management (5%)
600.01   System must have the ability to import large electronic documents.

600.02 System must have the ability to relate imported electronic documents to individuals, entities, complaints, and other system objects where appropriate.
600.03 System must have the ability to view electronic documents in their native application.
600.04 System must have ability to upload electronic licensure and discipline documents via the online public facing web portal.
600.05 System may have ability for electronic document versioning
600.06 System may have ability for electronic document annotation
600.07 System may have ability for full text searching of electronic documents

700.00 Complaint Tracking (10%)
700.01 System must allow configurable case number. Within search complaint in numerical order by name
700.02 System must allow meta data regarding case such as licensee names, complainant names, Attorney information description, address, numerous
        emails, phone number (work, cell, home), complaint date, location, oversight, percent complete, resolution
700.03 System must allow for workflow driven status indicator.
700.04 System must allow for staff assignments for oversight of complaint.
700.05 System must allow for multiple user-maintained complaint categories as complaint attribute.
700.06 System must allow for multiple user-maintained complaint phases as complaint attribute.
700.07 System must allow multiple respondents complainants, attorneys to a given complaint.
700.08 System must allow respondents, complainants, attorneys to be selected from existing license/certificate holders or applicants.
700.09 System must allow unlicensed individuals and companies as respondents.
700.10 System must allow multiple complainants on a given complaint. ie example-3 separate complaints on 1 property address &/or appraiser/AMC
700.11 System must allow complainants to be selected from existing license/certificate holders or applicants.
700.12 System must allow complainants to individuals or companies from the general public.
700.13 System must allow multiple charges to be related to complaint.
700.14 System must allow changes to be selected from law and regulatory rules list maintained within system.
700.15 System must allow a status to associated with a charge
700.16 System must allow for large free form text-based notes (remarks) to related to a complaint with a large font.
700.17 System must allow for relating multiple hearings related to complaint.
700.18 System must allow for recording date, time, status, location, attendees and description for each hearing.
700.19 System must allow for relating actions to a complaint.
700.20 System must allow for relating a charge to an action.
700.21 System must allow charges to be related to complaint respondent.
700.22 System must allow for multiple user-maintained charge types.
700.23 System must allow for metadata including action date, license type, status, action begin date, action end date, and board costs, admin
        fines, education requirements as part of discipline.
700.24 System must allow for fee recipient to designated on action.
700.25 System must allow for violation (rule) to be designated on action.
700.26 System must allow workflow communication (email, notification pop ups, etc.) between users
700.27 System must have capability to delete, merge documents**(?)** into a combined file.
700.28 System must allow for complaints to have all the characteristics of licensee complaints.
700.29 System must allow for complaints to include unlimited form letters with or without letterhead to be updated, completed, emailed, printed or saved within that complaint.
700.30 System must allow for e-documents to be able to delete and/or replace a duplicate document
700.31 System should allow user to choose numerous pages to load to edocs at 1 time (ex 2-5 docs), if this cannot be done refer to 3 above
700.32 System should allow Edocs, add a date entered column
700.33 System must list Complaint file numbers in numerical order by licensee when searching
700.34 System must have the ability to print enforcement report on AMC only or licensees only
700.35 System must allow for complaint enforcement report (ENF) to have ability as 900.01. REAB to be able to choose which information is on any report.

800.00 System Searching (10%)
800.01 System must allow for searching by license/certificate number

800.02   System must allow for searching by individual name
800.03   System must allow for searching by company name
800.04   System must allow for searching by file number
800.05   System must allow for searching by case name
800.06   System must allow for searching by case number
800.07   System must allow searching by complainant, complaint property address, city

900.00   System Reporting (10%)
900.01   System must have ability to design and develop reports
900.02   System must have ability to save and share (email or print) developed reports
900.03   System must have ability to set user security on reports
900.04   System must include a minimum of fifty (50) reports

950.00   System Interfaces (5%)
950.01   Merchant Account Payment Gateway
950.02   OIT Storage Servers
950.03   PSI - Exam Results and Application

1000.00   Other (5%)
        System have capability to send mass emails.

*Option to purchase Source Code

100.00 General Requirements (15%) 200.00 General Licensing Requirements - Individuals (15%) 300.00 Revenue Tracking (15%) 400.00 Public Facing Web Portal (5%)
500.00 System User Access (5%) 600.00 Document management (5%) 700.00 Complaint Tracking (10%) 800.00 System Searching (10%) 900.00 System Reporting (10%)
950.00 System Interfaces (5%) 1000.00 Other (5%)